
COMPLIANCE REVIEW
DIVISION OF JUVENILE JUSTICE



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California Department of Corrections and Rehabilitation
Office of Audits and Compliance

Final Report

July 2008

STAFF AND VISITOR ENTRY/EXIT ACCOUNTABILITY

Division of Juvenile Justice, Institutions and Camps Branch Manual,
Sections 1803 and 1915 through 1945

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TABLE OF CONTENTS

PAGE

EXECUTIVE SUMMARY	1
BACKGROUND	2
FINDINGS AND RECOMMENDATIONS	3
GLOSSARY.....	6

EXECUTIVE SUMMARY

The Office of Audits and Compliance, Compliance/Peer Review Branch (CPRB) utilized the Division of Juvenile Justice (DJJ), Institutions and Camps Branch Manual (I&C Manual), Sections 1803 and 1915 through 1945, to determine whether the DJJ is in compliance with the policies concerning Staff and Visitor Entry/Exit Accountability. The purpose of the review was to analyze and evaluate DJJ's policies, procedures, rules, regulations, operational objectives, and guidelines.

The review period for Staff and Visitor Entry/Exit Accountability was January through June 2008. During this period, the CPRB reviewed Staff and Visitor Entry/Exit Accountability policies and procedures at all DJJ facilities and Pine Grove Youth Conservation Camp (PGYCC). The CPRB attempted to arrange a meeting with DJJ Headquarters management in an effort to cross reference the local facility policies and procedures with the I&C Manual policies. However, DJJ Headquarters was unsuccessful in demonstrating guidance, via memorandum or electronic mail, to DJJ facilities concerning Staff and Visitor Entry/Exit Accountability.

The CPRB determined that DJJ is not in compliance with I&C Manual, Sections 1803 and 1915 through 1945.

The findings are as follows:

- DJJ facilities have not developed accountability procedures in accordance with I&C Manual, Sections 1803 and 1915 through 1945.
- DJJ has no updated departmental policy to ensure that facilities have an accurate Staff and Visitor Entry/Exit Accountability system in place.
- The departmental staff accountability system (Bio-Sentinel) is non-operational; as a result, it cannot be used for staff accountability.

BACKGROUND

The CPRB met with DJJ management on January 8, 2008, to discuss areas of high risk. Staff safety remains a concern for management, therefore, Staff and Visitor Entry/Exit Accountability was identified as a high risk area. Consequently, it was determined that Staff and Visitor Entry/Exit Accountability would be a topic of review.

The departmental Bio-Sentinel system was established, in part, to address staff entry/exit accountability following the 1996 murder of a Youth Counselor at a California Youth Authority facility.

The specific objectives of the review were to determine whether:

- Each institution and camp has developed and implemented procedures to ensure staff, visitor, volunteer, and guest accountability in accordance with the standards established in I&C Manual, Section 1803 and 1915 through 1945.
- The facilities have an accurate entry/exit system in place to track staff, volunteers, some vendors and visitors, and other authorized individuals entering and exiting the grounds of the institutions. (I&C Manual, Section 1915.)
- The facility ensures that the electronic entry/exit system is functioning and procedures are followed. (I&C Manual, Sections 1915 and 1945.)

The CPRB conducted phone interviews with staff, supervisors, and managers at all DJJ facilities and PGYCC in reference to their policies and procedures concerning Staff and Visitor Entry/Exit Accountability.

FINDINGS AND RECOMMENDATIONS

Finding I: DJJ facilities have not developed accountability procedures in accordance with I&C Manual, Sections 1803 and 1915 through 1945.

The CPRB conducted electronic mail correspondence and phone interviews with staff, supervisors, and managers during the period of June 6 through July 3, 2008, at all DJJ Facilities and PGYCC to evaluate Staff and Visitor Entry/Exit Accountability procedures. It was determined that there are no updated standardized departmental policies for Staff and Visitor Entry/Exit Accountability. Additionally, the Bio-Sentinel system referenced in I&C Manual, Sections 1915 through 1945 is no longer operational. Therefore, each facility has developed their own unique local operational procedures regarding staff and visitor accountability without guidance and/or vetting from DJJ Headquarters.

Criteria:

I&C Manual, Section 1803, states in part: "Each institution and camp will develop and implement procedures to ensure staff, visitor, volunteer and guest accountability in accordance with the standards established in Sections 1915 through 1945 of the I&C Manual."

Recommendation(s):

The CPRB is unable to make a recommendation at the facility level. The Bio-Sentinel system is non-operational, thus I&C Manual, Sections 1915 through 1945 are moot. Any reference to the above policy in I&C Manual, Section 1803, render this policy outdated and ineffective.

DJJ Headquarters needs to address this issue by amending/updating the departmental Staff and Visitor Entry/Exit Accountability policies.

Finding II: DJJ has no updated departmental policy to ensure that facilities have an accurate Staff and Visitor Entry/Exit Accountability system in place.

The CPRB determined that DJJ has no updated departmental policies for Staff and Visitor Entry/Exit Accountability. Furthermore, DJJ Headquarters could not demonstrate any guidance, via memorandum or electronic mail, to DJJ facilities concerning Staff and Visitor Entry/Exit Accountability. DJJ Facilities have developed their own unique local operational procedures regarding accountability without guidance and/or vetting from DJJ Headquarters.

Criteria:

I&C Manual, Section 1803, states in part: “Each institution and camp will develop and implement procedures to ensure staff, visitor, volunteer, and guest accountability in accordance with the standards established in Sections 1915 through 1945 of the I&C Manual.”

Recommendation(s):

Amend/update departmental Staff and Visitor Entry/Exit Accountability policies.

Establish a vetting process to ensure that DJJ facilities; Staff and Visitor Entry/Exit Accountability policies and procedures, are in alignment with departmental policies.

Provide facility training on the importance of staff and visitor accountability in the facilities.

Finding III: The Bio-Sentinel system is non-operational; as a result, it cannot be used for staff accountability.

Through interviews, it was determined that DJJ facilities Bio-Sentinel system is either completely non-operational or no longer used due to a loss of operational functions (loss of ability to enroll staff, read access cards, etc.).

There is no updated standardized departmental policy to address the issue of staff and visitor accountability. Furthermore, DJJ could not demonstrate any guidance, via memorandum or electronic mail, to DJJ facilities concerning Staff and Visitor Entry/Exit Accountability. Facilities have developed local entry/exit accountability procedures without departmental vetting.

Criteria:

I&C Manual, Section 1925, states in part: “The Bio-Sentinel system provided security staff with the ability to monitor who has checked in and is on grounds and alerts security staff to any individual who has not departed as expected.”

I&C Manual, Section 1945, states: “Ensure the electronic entry/exit system is functioning and procedures are followed.”

Note: The electronic entry/exit system will be classified as a ‘critical system’ for Operational Recovery purposes.

Recommendation(s):

As the Bio-Sentinel system is no longer operational, references to any Bio-Sentinel policies need to be re-evaluated and purged.

Amend/update departmental Staff and Visitor Entry/Exit Accountability policies.

Establish a vetting process, to ensure that facility procedures are in accordance with the updated departmental policies.

Review of Staff and Visitor Entry/Exit Accountability

DIVISION OF JUVENILE JUSTICE

GLOSSARY

CPRB	Compliance/Peer Review Branch
DJJ	Division of Juvenile Justice
I&C Manual	Institution and Camps Branch Manual
PGYCC	Pine Grove Youth Conservation Camp